



BEST PRACTICE BUSINESS SOLUTIONS INC.
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Best Practice Business Solutions, Inc.

Medical Billing, Coding & Accounts Receivable Masterclass

Course Overview

The Medical Billing, Coding & Accounts Receivable Masterclass is a comprehensive, hands-on training program designed specifically for healthcare and mental health practice owners, office managers, billing professionals, and administrative leaders who want to gain a thorough understanding of the financial operations that drive a successful healthcare practice.

Whether you currently outsource your billing or manage it in-house, this course will equip you with the knowledge to confidently oversee your billing department, identify revenue leaks, improve reimbursement, reduce denials, strengthen compliance, and make informed financial decisions that support long-term practice growth.

Participants will gain a clear understanding of the complete claims process—from scheduling a patient through final reimbursement—while learning proven strategies to improve operational efficiency, increase collections, and enhance overall financial performance.

Learning Objectives

Upon completion of this course, participants will be able to:

- Understand the complete medical billing process.
- Apply accurate behavioral health coding principles.
- Identify common billing and coding errors.
- Reduce claim denials and reimbursement delays.
- Improve accounts receivable performance.
- Interpret Explanation of Benefits (EOBs) and Electronic Remittance Advice (ERAs).
- Monitor billing department's performance using key financial reports.
- Strengthen compliance with payer and regulatory requirements.
- Implement best practices that improve cash flow and profitability.



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Course Modules

Module 1: Introduction to Healthcare Reimbursement

- Understanding the healthcare revenue process
- Types of insurance payers
- Behavioral health reimbursement models
- Fee-for-service vs. value-based care
- Insurance terminology

Module 2: Patient Registration & Insurance Verification

- Patient demographics
- Insurance eligibility verification
- Coordination of benefits
- Prior authorizations
- Financial responsibility
- Patient intake best practices

Module 3: Medical Billing Fundamentals

- Complete billing workflow
- Charge entry
- Claim creation
- Electronic claim submission
- Payment posting
- Insurance follow-up
- Patient billing
- Collections

Module 4: Behavioral Health Coding

- ICD-10-CM coding
- CPT coding
- HCPCS codes
- Psychiatry-specific coding
- Psychotherapy codes
- Evaluation & Management (E/M) services
- Telehealth coding
- Documentation requirements



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Module 5: Claims Management

- Clean claim principles
- Claim edits
- Rejected claims
- Denied claims
- Corrected claims
- Appeals process
- Timely filing requirements

Module 6: Payment Posting & Reconciliation

- ERA processing
- EOB interpretation
- Secondary insurance
- Coordination of benefits
- Credit balances
- Payment reconciliation

Module 7: Accounts Receivable Management

- A/R aging reports
- Insurance aging
- Patient aging
- Collection strategies
- Outstanding balances
- Write-offs
- Payment plans
- Improving cash flow

Module 8: Denial Management

- Root-cause analysis
- Common denial reasons
- Appeals process
- Underpayments
- Preventing future denials
- Denial analytics



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Module 9: Compliance & Documentation

- HIPAA requirements
- Documentation standards
- Medical necessity
- OIG compliance
- Audit readiness
- Fraud, waste, and abuse prevention

Module 10: Financial Reporting & Billing KPIs

- Days in A/R
- Net collection rate
- Clean claim rate
- First-pass resolution rate
- Denial rate
- Collection ratio
- Monthly billing reports
- Executive dashboards

Included Resources

- Billing workflow templates
- Coding reference materials
- A/R tracking tools
- Appeals letter templates
- Financial reporting templates
- Billing audit checklist
- Certificate of Completion

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Empowering Healthcare Organizations Through Billing Excellence, Revenue Optimization, and Workforce Development

Best Practice Business Solutions, Inc. is a healthcare consulting, training, and business solutions firm dedicated to helping healthcare organizations improve financial performance, strengthen operational workflows, and develop skilled healthcare teams. Founded in 2017 by ShirleyJo Lee as SJL Precision Codes. Changed to Best Practice Business Solutions as part of an expansion in 2018, provides comprehensive solutions in medical billing, medical coding, accounts receivable management, revenue cycle education, healthcare operations, credentialing support, consulting, and technology-driven process improvement.

With more than 12 years of experience in Revenue Cycle Management and healthcare operations, ShirleyJo Lee has developed extensive expertise in helping physician practices, behavioral health organizations, specialty clinics, and healthcare providers improve their financial health and operational effectiveness. Her experience includes optimizing billing processes, improving coding accuracy, reducing claim denials, strengthening accounts receivable performance, enhancing collections, and training healthcare teams on best practices that support long-term success.

At Best Practice Business Solutions, we believe that strong healthcare organizations are built through knowledgeable teams, efficient systems, and effective financial processes. Our approach combines industry expertise, hands-on training, and customized consulting solutions to help organizations improve revenue performance while creating sustainable internal capabilities.

We provide practical, result-driven education and support designed for healthcare professionals seeking to strengthen their knowledge in:

- Medical Billing Fundamentals & Advanced Billing Practices
- Medical Coding Accuracy and Compliance
- Claims Submission, Follow-Up, and Resolution Processes
- Accounts Receivable Management and Collection Strategies
- Insurance Verification and Eligibility Processes
- Denial Prevention and Appeals Management
- Revenue Cycle Workflow Optimization
- Practice Management Operations
- Healthcare Documentation and Compliance Education
- Billing Department Training and Staff Development

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Whether you are a small independent practice, multi-specialty group, behavioral health organization, healthcare startup, or established medical organization, Best Practice Business Solutions becomes an extension of your team by providing the knowledge, tools, and strategies needed to improve efficiency, strengthen financial outcomes, and support organizational growth.

Our Mission

To empower healthcare organizations and professionals through innovative consulting, comprehensive training, and operational solutions that improve billing accuracy, strengthen revenue performance, enhance workforce knowledge, and promote sustainable healthcare success.

Our Vision

To become a trusted healthcare business solutions partner recognized for developing knowledgeable healthcare teams, improving operational excellence, and transforming the way organizations manage their financial and administrative processes.

Our Core Promise

We do more than manage processes—we educate, optimize, and empower healthcare organizations to achieve lasting success.

Why Choose Best Practice Business Solutions?

- ✓ Founded by an experienced healthcare operations and revenue cycle professional with 12+ years of industry expertise
- ✓ Successfully supporting healthcare organizations since 2017
- ✓ Experience working with healthcare providers across New York, Georgia, Texas, and North Carolina
- ✓ Specialized expertise in billing, coding, accounts receivable, and revenue optimization
- ✓ Comprehensive healthcare training and consulting solutions
- ✓ Customized education programs designed around organizational needs
- ✓ Focused on improving accuracy, efficiency, compliance, and financial performance
- ✓ Dedicated to helping healthcare teams build confidence and operational excellence

At Best Practice Business Solutions, Inc., we help healthcare organizations turn operational challenges into opportunities for growth. Through expert consulting, hands-on training, and proven healthcare business strategies, we equip organizations with the knowledge and tools needed to improve billing performance, strengthen financial operations, and build successful healthcare teams.

Our goal is simple: **to educate, optimize, and empower healthcare organizations for measurable and sustainable success.**

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